

DEVELOPMENT SERVICES CUSTOMER CHARTER



Richmond
Valley
Council



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CUSTOMER CHARTER

Development Services are committed to progressing Council's vision for the Richmond Valley as a regional growth centre by strategically planning for a growing sustainable community with a relaxed lifestyle, showcasing our beautiful environment and promoting a thriving economy.

This customer charter outlines what you can expect when dealing with Development Services, and our commitment and standards for common enquiries and response times.

In addition to meeting the commitments outlines in this charter, you can expect all we do to be underpinned by our corporate values and behaviours, that shape our interaction with the community, partners and each other.

 LEAD THE WAY	 TAKE RESPONSIBILITY	 DO WHAT WE SAY
 EMBRACE CHANGE	 COMMUNITY FOCUSED	 IN THIS TOGETHER

PERFORMANCE SERVICE

SERVICE STANDARDS

Development Services aim to ensure our products and services are delivered in a timely manner while still achieving desired development outcomes. When partnering with us you can expect our services to be managed in accordance with the relevant legislation requirements and guided by the time frames outlines below.

Customer Acknowledgment

- The Development Concierge will respond to enquiries within two (2) days of receipt.
- Pre-assessment of applications received via the NSW Planning Portal will commence within five (5) days of their submission to Council.

Development Advice

- Enquiries of a more complex nature will require research and investigation; we endeavour to respond within fifteen (15) days.
- Pre-lodgement meeting held on submission of adequate information and availability (Tuesday & Thursday)
- Pre-lodgement meeting minutes issued within seven days of meeting date.

Planning & Building Applications

- Integrated agency referrals issued within ten (10) days of receipt of development application.

Planning & Development Certificates

- Processing service levels - standard five days (5) and urgent two days (2) for 10.7 planning certificates, dwelling opportunities, outstanding notices, drainage diagrams.

Note: all timeframes are business days and applicable from lodgement, unless otherwise stated.

Striving to meet these service standard timeframes requires a partnership approach to work together as one team to deliver a positive, supportive, and effective customer experience.

PARTNERSHIP

- Build strong partnerships with customer to understand needs and solve issues to achieve a positive outcome.
- Ensure strong partnerships with Council's internal partners to provide you with an integrated, seamless experience.
- Encourage and engage with you on new and innovative ways of improving Council's services.

TIMELINESS

- Undertake our work in accordance with legislation and performance standards to provide certainty and clarification of assessment timeframes.
- Ensure information requests are reasonable and relevant.

CAPABILITY

- The development concierge will be the main contact throughout the application process.
- Ensure all staff have the required capability to assess your application in a timely manner.
- Conduct ourselves ethically and professionally in our dealings with you.
- Be proactive in putting forward alternative approaches to facilitate an agreed resolution for you and Council.

CONSISTENCY

- Provide clear information and advice to ensure no unforeseen outcomes.
- Ensure our assessment processes deliver consistent conditions and outcomes.
- Ensure consistent, high quality and professional feedback about your application.

COMMUNICATION

- Keep customers informed of any changes or updates to applications.
- Provide up to date information to assist customers with applications.
- Engage with customer regularly via email, phone or meeting to address concerns, when required.
- Ensure our interactions and responses are clear, accurate, fair and timely.
- Being respectful and cooperative in our communications.

PARTNERSHIP

- Partner with Council to obtain the best outcome to improve Council's services.
- Work closely with clients, employees and contractors to ensure our application address all issues in an integrated manner.
- Provide Council with constructive feedback and innovative ideas of how we can improve.

TIMELINESS

- Ensure application addresses relevant legislation and policy requirements, including correct forms and supporting information.
- Provide comprehensive responses to information requests in a timely manner, clearly addressing all issues raised.

CAPABILITY

- Provide Council with a single point of contact for our application/s.
- Engage relevant external specialists to ensure our application adequately addressed any site constraints and issues.
- Behave ethically and professionally in our dealings with council.
- Listen to Council's feedback and appropriately address all concerns.

CONSISTENCY

- Clearly outline the proposal expectations and requirements, avoiding any last-minute inclusions.
- Ensure the application clearly aligns with any development or pre-lodgement advice received prior to lodgement.
- Take responsibility for coordinating high quality and professional information to assist with assessing the application.

COMMUNICATION

- Advise Council when there are changes to your application.
- Take the time to visit Council's website, review Council's guidance material and understand Council's requirements.
- Provide all relevant information to enable Council to undertake a meaningful assessment and provide the necessary advice back to you.
- Provide constructive feedback and recognition to Council's staff on service received.
- Treat Council's staff with courtesy and respect.

ISSUE RESOLUTION PROCESS

We acknowledge sometimes you may not be satisfied with the service or advice you receive from us. If this occurs, we want to be able to respond to your concerns effectively and efficiently by utilising the issue resolution process outlined below.

ASSESSING OFFICER

Issues should be raised with the assessing officer in the first instance. The assessing officer is responsible for undertaking a detailed assessment of proposal and is the best person to initially negotiate any issues. You can be confident your assessing officer will liaise with relevant technical experts, peers and senior management to ensure they are providing accurate advice in accordance with relevant legislation requirements.

COORDINATOR

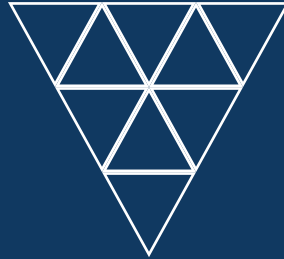
If the issue cannot be resolved in consultation with, the assessing officer, you ask for the matter to be referred to the relevant co-ordinator ie Development Planning or Building Services, who are responsible for managing and resolving complex matters in their Team.

MANAGER

The Manager is responsible for managing and leading staff to achieve the purpose and goals including achieving performance targets. If for some reason you are still not satisfied with the proposed resolution of your issue, you may request a consultation occur with the manager. Our preference is where issue resolution is reached within Development services rather than escalation to Executive or General Manager.

We appreciate all feedback, both positive and constructive and would also encourage you to share your positive experiences so provide appropriate recognise our team.

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CONTACT US

Your feedback is important to us and provides us, with valuable information to enable continued improvements.

To let us know how we can better serve your needs you can contact us via the details below:

Casino Office:

10 Graham Place
(Locked Bag 10)
Casino NSW 2470
Phone: (02) 6660 0300

Evans Head Office:

25 Woodburn Street
Evans Head NSW 2473
Phone: (02) 6660 0365

Email: council@richmondvalley.nsw.gov.au

Web: www.richmondvalley.nsw.gov.au